

1st May 2020

Business Continuity Plan

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Licensed Waste Management and Recycling Facility - Scrap Metal Merchants - Skip Hire - Trade Waste Aggregates & Tipper Hire - Hazardous Waste Disposal - Confidential Waste Disposal - WEEE Disposal











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1. Aim of the plan

This plan has been designed to prepare KCM Waste Management Ltd to cope with the effects of an emergency/pandemic. It is intended that this document will provide the basis for a relatively quick and painless return to "business as usual" regardless of the cause.

2. Objectives of the plan

To provide a flexible response so that KCM Waste Management Ltd can:

- Respond to a disruptive incident/ pandemic (incident management)
- Maintain delivery of critical activities/services during an incident/pandemic (business continuity)
- Return to 'business as usual' (resumption and recovery)

3. Your Business Priorities: Critical Function Checklist

The services/product listed below have been identified as most important for the business to continue. This list may be used as a checklist to ensure that critical tasks are completed on time.

Priority	Critical function	Timeframe	Page
1	Emergency Management		6
2	Disaster Recovery		7
3	Facilities Management		8
4	Absenteeism		9
5	Supply Chain Management		10
6	Health and Safety		11
7	Security		12
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4. Critical Function Analysis and Recovery Process

Priority: 1 Critical function:	Emergency Management (fire, medical emergency or Victrex evacuation)
Responsibility:	Mr CP Hickling, Mr KM Hickling (Directors)
(role responsible for leading	Mr K Hickling (Yard Manager)
on this activity, plus deputies)	Mr D Robinson-Parker (H/S Manager)
	Mr G Hickling (Administration Manager) Miss E Hickling (Finance Manager)
Potential impact on	Medium depending on duration of
organisation	interruption.
if interrupted:	The company's resources can sustain any
•	short to medium interruption.
Likelihood of interruption to	Low due to procedures in place and
organisation:	resources available.
Recovery timeframe:	1 month
(how quickly must this function	
be recovered to avoid lasting	
damage)	
Resources required for recovery	
Staff	HGV drivers, Plant drivers, fitters, fabricators
Staff (numbers, skills, knowledge,	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required
Staff	HGV drivers, Plant drivers, fitters, fabricators
Staff (numbers, skills, knowledge,	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required
Staff (numbers, skills, knowledge, alternative sources)	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider,
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required)	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery If necessary all administration could be dealt
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work-	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery If necessary all administration could be dealt
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work-	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery If necessary all administration could be dealt
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work- from-home options)	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery If necessary all administration could be dealt with off site at alternative company premises
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work- from-home options) Communications	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery If necessary all administration could be dealt with off site at alternative company premises Ensure internet services and
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work- from-home options) Communications (methods of contacting staff,	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery If necessary all administration could be dealt with off site at alternative company premises Ensure internet services and telecommunication systems are online asap
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work- from-home options) Communications (methods of contacting staff,	HGV drivers, Plant drivers, fitters, fabricators and general operatives will all be required approx 60 staff Administration team, internet provider, servers and software to recovery essential information via backup and recovery If necessary all administration could be dealt with off site at alternative company premises Ensure internet services and













(key equipment recovery or replacement processes; alternative sources; mutual aid)	or leased to maintain service and assist with recovery
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	In the event of vehicle damage the company will hire additional vehicles to maintain routine service.

Delination	2	Cultinal	Diagram Dansson
Priority:	4	Critical	Disaster Recovery
		function:	// The section of a desirable to the street
_			(I.T systems and administration)
Responsi	-		Mr CP Hickling, Mr KM Hickling (Directors)
		ble for leading	Mr G Hickling (Administration Manager)
on this ac	ctivity	, plus deputies)	Miss E Hickling (Finance Manager)
Potential	impa	ct on	Medium depending on duration of
organisat	ion		interruption.
if interrup	oted:		The company's resources can sustain any
			short to medium interruption.
Likelihoo	d of ir	nterruption to	Low due to procedures in place and
organisat	ion:	•	resources available, backups etc.
			, ,
Recovery	time	frame:	24 to 48 hours
•		nust this function	
-	-	o avoid lasting	
damage)			
Resources required for recovery			r.
Staff		-	All administration team, management team
(numbers	s. skil	ls, knowledge,	and I.T support will be required. Approx. 20
alternativ			staff.
Data / systems		;	Administration team, internet provider,
(backup and recovery			telecommunications provider, servers and
processes, staff and equipment		•	software to recover essential information via
required)		aa oquipinioni	backup and recovery from Google Cloud
reganica			additap and recovery from boogte bload
Premises			If necessary, all administration could be dealt
(potential relocation or work-		cation or work-	with offsite at alternative company premises.
(potential relocation of work-		Lativii VI WUIK-	with onsite at atternative company premises.













from-home options)	
Communications (methods of contacting staff, suppliers, customers, etc)	Ensure internet services and telecommunication systems are online asap.
	Also see Section 6 Contact Lists.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Payroll data, customer and supplier data are all backed up onto Google Cloud.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	Computer, server equipment will be replaced immediately.

Priority:	3	Critical	Facilities Management
		function:	
Responsil	bility:		Mr CP Hickling, Mr KM Hickling (Directors)
(role resp	onsil	ble for leading	Mr K Hickling (Yard Manager)
on this ac	tivity	, plus deputies)	Mr D Robinson-Parker (H/S Manager)
		, ,	Mr G Hickling (Administration Manager)
			Miss E Hickling (Finance Manager)
Potential	impa	ct on	Short to medium depending on duration of
organisati	ion		interruption. The company's resources can
if interrup	ted:		sustain any short to medium interruption.
Likelihood	d of ir	nterruption to	Low due to procedures in place and
organisation:			resources available.
Recovery	time	rame:	24 to 48 hours
(how quic	kly n	nust this function	
be recovered to avoid lasting			
damage)			
Resources required for recovery			r.
Staff			Management team and Emergency
(numbers, skills, knowledge,			Coordinator to liaise with emergency















Data / systems (backup and recovery processes, staff and equipment required)	services and other third parties such as E/A, HSE, Insurance companies, and water /electric providers. Trade waste teams, HGV DRIVERS, Plant drivers, fabricators and general operatives will be required, along with administration staff and I.T support. Approx 120 staff Administration team, internet provider, telecommunications provider, servers and software to recover essential information via backup and recovery from Google Cloud.
Premises (potential relocation or work- from-home options) Communications	Where possible administration could be relocated on site to spare office. If necessary, all administration could be dealt with off site at alternative company premises. If necessary, all inbound waste could be diverted to alternative tipping facilities within the region. Ensure internet services and
(methods of contacting staff, suppliers, customers, etc)	telecommunication systems are online asap. Also see Section 6 Contact Lists.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	In the short term, key equipment will be hired leased to maintain service and assist with recovery. Payroll, customer and supplier data is stored on Google Cloud
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	Finance Director to always have provisions to purchase I.T equipment, stationary etc. Spare pc's monitors etc are stored onsite separate from office. Vehicles (plant/HGV's) are not parked near waste stockpiles.











Priority:	4	Critical function:	Absenteeism
	onsi	ble for leading plus deputies)	Mr CP Hickling, Mr KM Hickling (Directors) Mr K Hickling (Yard Manager) Mr D Robinson-Parker (H/S Manager) Mr G Hickling (Administration Manager) Miss E Hickling (Finance Manager)
Potential i organisati if interrup	on	ct on	Although the organisation employs 120 staff, the absence of key staff such as plant drivers, HGV drivers could have a serious impact in the recovery process.
Likelihood organisati		nterruption to	Low
•	kly n	rame: nust this function o avoid lasting	24 hours
Resources	req	uired for recover	y:
Staff (numbers, skills, knowledge, alternative sources)			All plant/ HGV drivers would be required. If necessary, agency drivers could be used to alleviate a driver shortage. All administration staff would be required. All site labourers would be required to work.
Data / systems (backup and recovery processes, staff and equipment required)			Administration team, internet provider, telecommunications provider, servers and software to recover essential information via backup and recovery from Google Cloud.
Premises (potential relocation or work- from-home options)			Where possible administration could be relocated on site to spare office. If necessary, all administration could be dealt with offsite at alternative company premises. If necessary, all inbound waste could be diverted to alternative tipping facilities within the region.
Communications (methods of contacting staff, suppliers, customers, etc)			Ensure internet services and telecommunication systems are online asap. All key staff members and HGV drivers are













	supplied with company mobile phones.
	Also see Section 6 Contact Lists.
Equipment	In the short term, key equipment will be hired
(key equipment recovery or	leased to maintain service and assist with
replacement processes;	recovery.
alternative sources; mutual aid)	Payroll, customer, and supplier data is stored on Google Cloud
Supplies	In the event of vehicle damage the company
(processes to replace stock and key supplies required; provision in emergency pack)	will hire additional vehicles to maintain routine service.

Priority:	5	Critical function:	Supply Chain Management
Responsibility: (role responsible for leading on this activity, plus deputies)			Mr CP Hickling, Mr KM Hickling (Directors) Mr D Robinson-Parker (H/S Manager) Mr G Hickling (Administration Manager) Miss E Hickling (Finance Manager)
Potential impact on organisation if interrupted:		ct on	If KCM Waste Management Ltd were not able to maintain a good level of service to its customers, the impact would be extremely serious. The company uses Supplier Performance questionnaires to ensure it only works with good ethical suppliers.
Likelihood of interruption to organisation:		nterruption to	Low
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)		nust this function	24-48 hours
Resources required for recovery:			t e
Staff (numbers, skills, knowledge, alternative sources)		•	Trade waste teams and delivery drivers to maintain normal customer service. Site operatives to maintain the normal operations of the tipping facility.















	All administration staff to maintain normality. 120 staff	
Data / systems (backup and recovery processes, staff and equipment required)	Administration team, internet provider, telecommunications provider, servers and software to recover essential information via backup and recovery from Goggle Cloud.	
Premises (potential relocation or work- from-home options)	Where possible administration could be relocated on site to spare office. If necessary, all administration could be dealt with offsite at alternative company premises. If necessary, all inbound waste could be diverted to alternative tipping facilities within the region.	
Communications (methods of contacting staff, suppliers, customers, etc)	Ensure internet services and telecommunication systems are online asap. All key staff members and HGV drivers are supplied with company mobile phones. Also see Section 6 Contact Lists.	
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	In the short term, key equipment will be hired leased to maintain service and assist with recovery. Payroll, customer, and supplier data is stored on Google Cloud.	
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	Finance Director to always have provisions to purchase I.T equipment, stationary etc. Spare pc's monitors etc are stored onsite separate from office. Vehicles (plant/HGV's) are not parked near waste stockpiles.	











Priority: 6 Critical function:	Health and Safety		
Responsibility: (role responsible for leading on this activity, plus deputies)	Mr CP Hickling, Mr KM Hickling (Directors) Mr K Hickling (Yard Manager) Mr D Robinson-Parker (H/S Manager) Mr G Hickling (Administration Manager) Miss E Hickling (Finance Manager		
Potential impact on organisation if interrupted:	In the event of a disaster, serious incident, or an emergency onsite, the health and safety of all employees, customers and visitors is paramount. Where there is a serious health and safety issue due to an incident or disaster, the company will firstly report it to the emergency services, isolate and suspend that particular operation, and secondly report it to other parties such as the HSE and the Environment Agency. The impact would be determined by the severity of the incident or disaster.		
Likelihood of interruption to organisation:	Low		
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	Completely dependent on the circumstances.		
Resources required for recovery	:		
Staff (numbers, skills, knowledge, alternative sources)	Health and Safety Manager to manage and monitor any particular incident, and inform the directors and liaise with other parties such as the Emergency Services, HSE and the Environment Agency. All staff will be required to resume normal operations.		
Data / systems (backup and recovery processes, staff and equipment required)	Administration team, internet provider, telecommunications provider, servers and software to recover essential information via backup and recovery from Goggle Cloud.		













Premises (potential relocation or work- from-home options)	Where possible administration could be relocated on site to spare office. If necessary, all administration could be dealt with offsite at alternative company premises. If necessary, all inbound waste could be diverted to alternative tipping facilities within the region.
Communications (methods of contacting staff, suppliers, customers, etc)	Ensure internet services and telecommunication systems are online asap. All key staff members and HGV drivers are supplied with company mobile phones. Also see Section 6 Contact Lists.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	In the short term, key equipment will be hired leased to maintain service and assist with recovery. Payroll, customer, and supplier data is stored on Google Cloud.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	Finance Director to always have provisions to purchase I.T equipment, stationary etc. Spare pc's monitors etc are stored onsite separate from office. Vehicles (plant/HGV's) are not parked near waste stockpiles.

Priority:	7	Critical	Security	
		function:		
Responsibility:			Mr CP Hickling, Mr KM Hickling (Directors)	
		ble for leading	Mr K Hickling (Yard Manager)	
on this ac	tivity	, plus deputies)	Mr D Robinson-Parker (H/S Manager)	
			Mr G Hickling (Administration Manager)	
	Miss E Hickling (Finance Manager			
Potential	Potential impact on A financial security breach could be			
organisati	organisation damaging to the company short term.			
if interrupted:			Theft of plant equipment, HGV vehicles would	
	have a short term impact on the business.		have a short term impact on the business.	
			Security onsite during the hours of 19.00 to	

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	05.30
Likelihood of interruption to organisation:	Low
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	24 hours
Resources required for recovery	r
Staff (numbers, skills, knowledge, alternative sources)	All available staff during the day. May need additional onsite security whilst site is not manned. Welders/ fabricators may need to be available to secure the site.
Data / systems (backup and recovery processes, staff and equipment required)	Administration team, internet provider, telecommunications provider, servers and software to recover essential information via backup and recovery from Goggle Cloud.
Premises (potential relocation or work- from-home options)	Repairs may be needed to secure perimeter. Extra lighting and CCTV may be needed.
Communications (methods of contacting staff, suppliers, customers, etc)	Ensure internet services and telecommunication systems are online asap. All key staff members and HGV drivers are supplied with company mobile phones. Security guard can be contacted 24 hours a day. Emergency and key management telephone numbers available to security.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Also see Section 6 Contact Lists. In the short term, key equipment will be hired leased to maintain service and assist with recovery. Payroll, customer, and supplier data is stored on Google Cloud. Additional fencing may need to be fitted. Online spyware may need to be improved
Supplies	Finance Director to always have provisions to













(processes to replace stock and key supplies required; provision in emergency pack)	purchase I.T equipment, stationary etc. Spare pc's monitors etc are stored onsite separate from office. Although theft of an item like a skip lorry would be damaging to the company, it wouldn't stop a good level of service being provided to our customers due to the company having a large fleet of vehicles and if needed a replacement vehicle would be
	hire.

Priority: 8 Critical function:	Crisis Communication	
Responsibility: (role responsible for leading on this activity, plus deputies)	Mr CP Hickling, Mr KM Hickling (Directors) Mr K Hickling (Yard Manager) Mr D Robinson-Parker (H/S Manager) Mr G Hickling (Administration Manager)	
Potential impact on organisation if interrupted:	It is imperative that crisis communication is planned and well organised to assist in the recovery process. All key personnel should be well drilled in their responsibilities and be aware of who is responsible for key duties during any potential situation. Failure to execute crisis communication efficiently and effectively could have a huge bearing on any recovery duration.	
Likelihood of interruption to organisation:	Low	
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	24 hours	
Resources required for recovery	r.	
Staff (numbers, skills, knowledge, alternative sources)	All the senior management team. Health and Safety Manager, Security department, Supervisors, and available staff	

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	100 in total
Data / systems (backup and recovery processes, staff and equipment required)	Administration team, internet provider, telecommunications provider, servers and software to recover essential information via backup and recovery from Goggle Cloud. The use of mobile phones and 2 way radios will be used to communicate vital information.
Premises (potential relocation or work- from-home options)	Where possible administration could be relocated on site to spare office. If necessary, all administration could be dealt with offsite at alternative company premises. If necessary, all inbound waste could be diverted to alternative tipping facilities within the region.
Communications (methods of contacting staff, suppliers, customers, etc)	Ensure internet services and telecommunication systems are online asap. All key staff members and HGV drivers are supplied with company mobile phones. Security guard can be contacted 24 hours a day. Emergency and key management telephone numbers available to security. Also see Section 6 Contact Lists.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Mobile phones will be essential to assist in crisis communication until phone lines and internet services are resumed.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	Finance Director to always have provisions to purchase I.T equipment, telecommunication equipment and stationary etc. Spare pc's monitors etc are stored onsite separate from office.











5. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed
	(date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see	
section 9 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact	
List - Emergency Services)	
Identify and quantify any damage to the organisation,	
including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the	
working day and take relevant action. Consider sending	
staff home, to recovery site etc	
Inform staff what is required of them.	
Identify which critical functions have been disrupted (use	
section 3 Critical Function Checklist)	
Convene those responsible for recovering identified	
critical functions, and decide upon the actions to be	
taken, and in what time-frames (use section 4 Critical	
Function Analysis and Recovery Process)	
Provide information to:	
Staff	
Suppliers and customers	
Insurance company	
Publicise the interim arrangements for delivery of critical	
activities. Ensure all stakeholders, key customers and	
suppliers are kept informed of contingency	
arrangements as appropriate.	
This will be done by either telephone or email using the	
list that forms part of this document.	
Recover vital assets/equipment to enable delivery of	
critical activities.	
The essential equipment/resources/information that need to	













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be recovered where possible are:	
Software backups	
Servers	
Hardware	
Static Plant	
Mobile Plant	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand	
progress made, obstacles encountered, and decide	
continuing recovery process.	
A brief meeting will be held each morning of the recovery	
process to establish progress and priorities.	
Provide information to:	
Staff	
Suppliers and customers	
Insurance company	
A tool box talk will be held to provide information to staff.	
Key suppliers and customers will be informed on an	
ongoing basis.	
The insurance company will be kept informed on a daily	
basis.	
Provide public information to maintain the reputation of	
the organisation and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional	
staff welfare needs.	
Use information gained from the debrief to review and	
update this business continuity management plan	











6. Contact List

Staff

This section contains the contact details that are essential for continuing the operation of the organisation.

Name	Job Title	Office Contact	Mobile Contact	Home Contact
P Hickling	Director	01709 512958	07889236342	
M Hickling	Director	01709 512958	07710321462	
K Hickling	Yard Manager		07753795485	
D Robinson- Parker	H/S Manager		07710321461	
J Hickling	Yard Manager		07753795486	
T Hickling	Yard Manager		07837822435	
D Hickling	Yard Manager		07590777216	
P Hickling	Transport		07771556271	
G Hickling	Admin	01709 512958	07703593214	
E Hickling	P Ledger	01709 512958	07734600650	
J Burton	Transport	01709 512958	07850647966	
N Armitage	Fitter		07506671889	
M Penistone	Plant Fitter		07392998591	
D Johnson	Trade waste		07872060591	
l Harrison	Aggregates		07736290273	

Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail
Status	Hydraulic systems	07970681555	
HS Atec	Filters, lenses fluids	01709 835816	
Chemodex	Oils	07885146283	
Prime Lubricants	Oils	07885496482	
Blue Machinery	Plant equipment parts	03451300669	
Warwick Ward	Plant equipment parts	01226747260	
Euro Municipals	Refuse lorry hire / parts	01522778982	
T G Commercials	Lorry hire	01709533322	
F G Commercials	DAF lorry parts	01226721870	
Dennis Eagle	Refuse lorry parts (new) and diagnosis	01618728741	
Hoey Diesels	Vehicle repairs / recovery	01709 369393	
Doncaster Electrical	Electrical repairs	01709 861170	
Steel city bearings	Bearing replacements	01142561955	
City seals and bearings	Bearing replacements	01709 837837	

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D R Baling	Baler wire	01226766775	
Woodland Oils	Waste oil disposal / fire water removal	07771848872	
GME Springs	Leaf spring systems	01142 548600	
Blaydons	Waste disposal	07734206350	
Catplant Quarry	Waste disposal	01302 725775	
Hather Plant	Road sweeping	01709 528585	
Premier pest control	Pest control	07739941627	
Waste wise	Green waste collection	07376382223	
Sprint Print	Waste transfer note etc	01709 828755	
Torlane	PPE Suppliers	01709 740005	
BHI Supplies	PPE Suppliers	01709 527603	
Accent Wire	Baling tie system	01274693159	
Whittam Mills	Baler	01706811880	
S G Builders	Construction repairs	07980739710	
Apollo fuels	Diesel	07736385873	·

Key Customers Contact List

Customer	Service / goods used	Telephone	E-mail
RMBC Street Cleansing	Tipping facilities	07584217109	
RMBC Streetpride	Curb side tipping facilities	07919304240	
St Leger Homes Doncaster	Tipping facilities/ skip hire	01302 862862	
Liberty Speciality Steels	Trade waste collections/ skip hire	07500607613	
Biffa Waste Management	Tipping facility/ skip hire	07831527094	
Bagnall and Morris	Trade waste/ skip hire	03301234100	
Willmott Dixon	Skip hire	01709 552113	
Fortem Solutions Ltd	Tipping facility/ skip hire	08457445555	
Orbis waste management	Tipping facility	01656 718208	
Saica Natur	Tipping facility	01302325055	
Hather Plant	Tipping facility/ plant hire	01709 528585	
Veolia	Tipping facility	07776491068	Nick.coughlan@veolia.com
Sensa waste solutions	Tipping facility	01142434036	
Bulk group	Tipping facility	01226761238	
H W Martin	DMR Collections	07818454587	

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DP Rodgers	Tipping facility	07855991991
Inner City Cleaners	Tipping facility	07930127560
Viridor	Tipping facility	07717571299
FCC Environmental	Tipping facility	07718962295
Dixons Skip Hire	Tipping facility	07970276862
Kniveton Skip Hire	Tipping facility	01709 376172
Moulding Solutions	Tipping facility	01709588971

Utility Companies Contact List

Utility	Company	Telephone	E-mail
Electricity	Scottish Power	08452727000	
Gas	N/A		
Telecommunications	Talk Talk	08000497971	
Water	Yorkshire Water	03451242424	

Attached is a plan of the premises on Ginhouse Lane, Rotherham S614QN (for use by emergency services) showing locations of:

- Main water stop-cock
- Switches for gas and electricity supply
- Any hazardous substances
- Items that would have priority if salvage became a possibility

Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
Floodline	Information service	0845 988 1188
NHS Direct		0845 46 47
Police	Emergencies	999
	Non-emergency matters	101

Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking	Natwest	03457888444	
Insurance	Rotherham Insurance Brokers	01709 875548	















8. Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at 1 Grange Rd, Rawmarsh, Rotherham in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

Documents:

- A copy of this plan, including key contact details
- Insurance policy

Records:

- Computer backup tapes and / or disks
- Financial records

Equipment:

- Spare keys
- · Torch and batteries













9. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred

Licensed Waste Management and Recycling Facility - Scrap Metal Merchants - Skip Hire - Trade Waste Aggregates & Tipper Hire - Hazardous Waste Disposal - Confidential Waste Disposal - WEEE Disposal











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